

# **WHITE PAPER**

## **FAMILY AND BIRTH POLICIES**

**Family as a resource  
Trentino friend of the family**

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## LEGISLATIVE PROGRAMME

The **legislative programme** of the governing coalition stresses that the objective is “*to recognize the real needs of the individuals and the families*”<sup>1</sup>, *both long-established and new ones.*”

The political document lists five projects that will require energy and creativity in order to be successfully undertaken.

The third project of the list, **Developing social acceptance**, is of particular interest. It sets out clear guidelines that will need to be followed: “ We will develop new measures to benefit the weakest part of the population, but we will also pay special attention to the “central segment” of our families, which struggles with the ever decreasing purchase power of salaries and wages, and with cultural models that strain intergenerational relationships”.

Among the **Fundamental commitments** of the local government there is a specific mention of “ **Social Reliability**” which is defined as “being able to live in a community where nobody is alone in times of crisis, be it caused by hardship or psychological trauma; where he or she feels defenceless when

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<sup>1</sup> For the purpose of this paper, family means parents with children

faced by competition and job insecurity, petty crime or more serious offences that unsettle our communities, or behaviours that cause social alarm... “.

Among the projects listed in the programme, the following are of particular importance as they stress the need to :

1. ***Give families practical help***, especially large ones, through tax rebates, services, special tariff<sup>2</sup> policies, training, information, agreements among social parties, thus allowing the families to carry out their essential social role as easily as possible.
2. ***Put at the centre of each policy the right of children to a safe and protected childhood, carefully organizing family time schedules, increasing services to children, and gradually reducing their costs to families.***
3. ***Utilise middle class families' income support measures to relieve financial crisis. More specifically, strengthen price trend monitoring; continue with the policy of selective tariff reduction on fundamental public services and heating assistance benefits in favour of families.***

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<sup>2</sup> Certain public services, such as kindergartens, school bus fares, etc., are charged differently to the individual customer based on the customer's yearly income. The word tariff as used in this text is to be understood to mean this.

4. Guarantee the **right to housing** through council housing, subsidized housing (housing cooperatives), regulated tenancies, special housing plans for youths, and urban policies aimed at discouraging speculation and housing market distortions.

## **FAMILIES : A RESOURCE FOR SOCIETY**

During the past legislative term, the Provincial Council passed two resolutions (September 2004 and March 2007) regarding “*Family policy intervention plans*”, with the objective of qualifying Trentino as a region that is “*family friendly*”. More specifically, the intention that had been stated at the time, and that is being re-launched today, is the creation of a “*Family district*”<sup>3</sup>, namely a province that is welcoming and attractive for families and the organisations that interact with them, which is capable of offering services and incentives that meet the expectations of the families that live there, but also of those who happen to be visiting there; and which can link public policies for the support of the families with those designed for local economical and cultural development.

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<sup>3</sup> “Family District” is a fancy expression adopted in the Italian brochures and the provincial programmes. What it means is “A province that is family-friendly”

The current crisis, the worst in several decades and marked by the progressive worsening of the families' financial circumstances, clearly shows the inadequacies of the Italian social system.

The Autonomous Province of Trento is tackling the crisis through permanent priority measures in favour of the weakest parts of the local population, promoting families and putting them at the centre of its social policies. The old generalized welfare logic is replaced by family-friendly tailor-made social policies regarding housing, services, leisure activities, job market, transports, etc.

It is also of paramount importance for the Provincial Administration to support all the functions that families cover because of their centralized role in society, such as the promotion of family bonding, the care of the physical and mental well-being of family members, and the teaching life skills; not forgetting the family's role in social and economics development and social cohesion.

Societies do not exist if there are no families, as there is a direct link between family well-being and social development. A family implies vertical links, multi-generation solidarity, and relationships that reflect time continuity. It means relationships based on close proximity and kinship that reinforce social cohesion.

Families are also the fundamental economical cell and the re-distributor of income; in short they operate like a small family-run cooperative. More than anything else, a family is the primary nucleus of any welfare system capable of safeguarding its weakest members, through the mutual exchange of protection and care. It has always been so, especially in large families in rural Italy, as having many children meant that the elderly parents would be well looked after. It was also so at the time when the welfare state was born after WWII, and even earlier when social insurances started at the end of the 19<sup>th</sup> century.

Trentino people have always shown special attention towards families. The Provincial Administration has shown the same amount of concern and care. The many actions it has promoted include the Family and Work Audit Project, service coupons, advances against alimony payment, honour borrowings, Youth & Family Summer Projects, just to mention a few. Its adoption of new working methods will allow the needs and expectations of the local families to be met, through the direct involvement of family associations.

New social phenomena that touch families today require that the political and administrative authority, in order to meet the changing in needs, be able to:



- Devise new intervention tools (the family plan and the service network to reconcile family and work schedules are two clear examples);
- Identify the areas of intervention that are deemed a priority on which it is necessary to focus the resources of the public administration and private subjects;
- Develop networking, both inside and out of the Provincial Administration, through the implementation of synergies between local public administration departments, but also between the Provincial Administration and private subjects through the involvement of for-profit and no-profit organisations.
- Promote the principle of horizontal subsidiarity, enhancing the third sector and family associations;
- Promote company social responsibility as a means to create services for families.

The belief that social cohesion and social justice are the basic principles upon which the “Good life in an active society” principles are based has started to gain ground nationally and internationally – as minister Sacconi wrote in his White Paper last May. Different political parties share his ideas. He stated that “the reconstruction of conditions to stabilise the global economy must consider the evolution of social sustainability indicators in

order to regain trust. Everywhere in the world there is awareness that a sound market economy must now include better social cohesion. A market economy that encompasses social responsibility has become the only way to allow efficiency and social justice to coexist within the same system. This is the reason why the Welfare Ministers of the fourteen industrialized countries and emerging economies that met in Rome under the auspices of the Italian Presidency for the first G8 Social Summit after the beginning of the financial crisis have all agreed to put “People first!”. People come before everything else in the anti-crisis measures and in the construction of a new welfare. People are the ultimate goal of each political action, and they will be the core assets for the new society that will emerge once the crisis is over.” (M. Sacconi, White paper, 2009)

## **SOCIAL WEAKNESS**

Society is becoming more and more complex, something that has led the provincial legislators to find new answers to its changing welfare needs. A 2007 Provincial law reformed the Trentino welfare through the adoption of measures to support people’s well-being and the many functions that families carry out daily as caregivers, educators, etc.

The increased social vulnerability of individuals and families is directly linked to increased uncertainties in the fields of work, education, social interaction and decreased income, conditions no longer limited to the elderly or singles. New social and financial problems have now affected thousands of families that until recently had lived an unencumbered life. This risks damaging the level of assistance that families have traditionally given to their own members and to society members. Social cohesion may be damaged as a result.

The local Provincial Administration has been a forerunner in Italy, and other regions have followed suit with their own measures to support employment. It is important to remember, though, that social policies cannot be limited to employment support.

The number of applications for benefits is a clear indication of an increased vulnerability among the population. Many factors are responsible for the increased reliance on social services, such as an aging population and deep changes in family structures. Also related are female emancipation and a lessening of the traditional female role as caregiver. Other causes can be found in the profound crisis that families are going through today, such as isolation and poverty. Education is in dire need of reform and the process must involve families, schools, public administrations, etc. in order

to ensure that future generations will be able to compete in the world markets. Last but not least, profound changes in society have been created by a large number of immigrants.

## **BIRTH RATES**

Italy has one of the lowest birth rates in the world. As a result Italy has one of the largest demographic debts in the world. Birth rate will be one of the major factors that will modify political and economical balances in Europe. In Italy, according to the national statistical centre, ISTAT, the next fifty years will see an increase of 5 million people in the over 80 group. The consequences on the social structure, on inter-generational help mechanisms, and on welfare will be substantial and will increase further.

In Italy, the average number of children per woman was 2.5 in 1920, 1.6 in 1963, and 1.35 in 2006. Trentino, which had been above the Italian average for several years, but still below European average, matched the Italian average of 1.45 children per woman in 2008 (*Servizio Statistica* , Autonomous Province of Trento, Table 1).

Low birth rates will impact negatively on social and health planning. It is estimated that 30% of the population will be 65 and over by 2045, including a considerable number of centenarians.

The combination of one of the lowest birth rates and one of the highest old age rates in Europe makes Italy disadvantaged in its productivity and future development.

From the Minister's White Paper *“ Families in Italy are more stable than elsewhere, as shown by lower divorce rates, among the lowest in Europe, and more generally by data on family's capacity to save, redistribute income among their members, mutual help and intergenerational support. The desire for maternity has remained practically unchanged and surveys show that women would like to have more children than they have nowadays. Quite often a woman's legitimate desire to reconcile having children with a career is hampered by insufficient opportunities to find a part time job, or children facilities that would take care of her children while she pursued a career. Other causes responsible for the limitation in the number of children include taxation that is certainly not family-friendly, and conflicting time schedules when trying to juggle a family and a career. There are, however, other reasons more finely cultural, such as a progressive loss in parenting skills and a reduced social value of motherhood, the unwillingness of the Italian man to help with housework, and the extremely limited value accorded to care-giving.”*

Our province too shows demographic imbalances caused by a reduction in the number of children and a delay in starting a family: both spouses are older than they used to be, especially the bride. One of the reasons for the delay in starting a family is to be found in the “discrimination women face in the job market, an increasing number of low-paid temporary jobs that are unlikely to become permanent, and inadequate unemployment measures.” (OPES 2009).

In view of all that, it becomes of paramount importance to accomplish adoption of new social and family policies to deal with the increased number of elderly people, but also to encourage new families to be formed and birth rates to be raised.

It is also believed that, in order to redress the urgent demographic needs, measures to support families with dependent children under the age of 18 years (or under the age of 25 years in the case of university students) should be given first priority.

Recent data published by ISTAT show that “in 2007 in Italy 975,000 families lived in conditions of absolute poverty and represented 4.1% of resident households”. Large families run much greater risks: families with 5 or more members are poorer than smaller families, and almost a tenth of them live in absolute poverty ( (ISTAT, 2009, *Analisi povertà*).

## **TRENTINO “ FRIEND OF THE FAMILY”**

Families produce economic, psychological, relational and social values that benefit the whole community directly and indirectly.

Attention to family needs becomes part of an overall strategy that involves public and private sectors, where public administrators work as part of a network, and private services are monitored and guided. The importance of family associations is recognized, as they are important actors in the implementation process of the Family District. Regional workshops are activated, new public policies are introduced and integrated with existing ones, different administrative systems are confronted, and new organisational models are defined.

When the current financial crisis is over, the modernisation of the welfare model will have to find ways of protecting and promoting social and family advancement that are cost-effective.

The "Family District" is a network that will connect “service suppliers” and “customers” that share common goals: an improved family welfare system and the creation of new social and economic infrastructures.

The “Family District” may thus become the space within which businesses, institutions and families forge new relationships based on mutual trust and cooperation, the necessary conditions for the development of an area.

An improved relationship between those who adhere to the "Family District" concept and the companies that adopt "corporate social responsibility" measures should be promoted.

The Family District’s ability to generate “social capital” through networks, norms and mutual trust should also be promoted.

Social capital can be defined as the collection of cultural resources and relational solidarity linked to the history and traditions of the area. The “Family District” infrastructure helps the creation of new relational exchanges that may not have existed before.

In short, the Family District supports the welfare of the family as it recognises the family as a resource that unites and gives meaning to the community, as an environment that nurtures ties and a sense of belonging, which strengthens social cohesion and creates social capital.

Four strategic players converge in the “Family District ”: the Autonomous Province of Trento, the local autonomies, the family associations and the third sector in general, and businesses and non-profit associations. Their interaction is what the Family District concept is all about: a public



administration that promotes *opportunities* for its inhabitants but also their *responsibilities*, that *supports families* through programmes designed to prevent hardship but also expects that families *adopt responsible behaviours, roles and lifestyles*. These policies are not intended for the sole purpose of wealth redistribution, but serve to support economic growth, reducing needs and promoting relational capital and social development.

## **STRATEGIC GOALS**

The Provincial Government considers the need to continue along the path outlined in the course of the past legislature strategic, and through this White Paper traces the guidelines of its family policy for the current legislation term.

The following are major themes characterizing the strategic objectives of this White Paper on family and support for birth policies:

1. Structural family support policies capable of having a significant impact on family welfare in the long run, and careful monitoring of results
2. Support of birth rate and female employment opportunities through the adoption of policies aimed at "taking charge of the 0-3 year old group"

3. Financial help for large families, ensuring that provincial services attracting tariffs are free from the third child onwards, and increasing those services that will enable women to look for employment
4. Development and implementation of measures to enable families to plan their life with greater confidence and serenity
5. Family members and family associations to be involved in planning, management and policy evaluation
6. Continuous experimentation on family-related issues
7. Implementation of policies to better integrate work and family schedules. This will involve devising new shop opening times, flexible working time, new public transport timetables, etc. A centrally coordinated operation will ensure that information is made available in real time through the use of computerised technology.
8. Provincial policies to be decided bearing in mind municipal policies as well
9. Strengthening of the "District family" concept in order to increase the attractiveness of the area and to support local development

10. Developing and testing a system of rules oriented towards the "Family area certification", to be promoted and disseminated in other regions as well.

## **STRUCTURAL POLICIES**

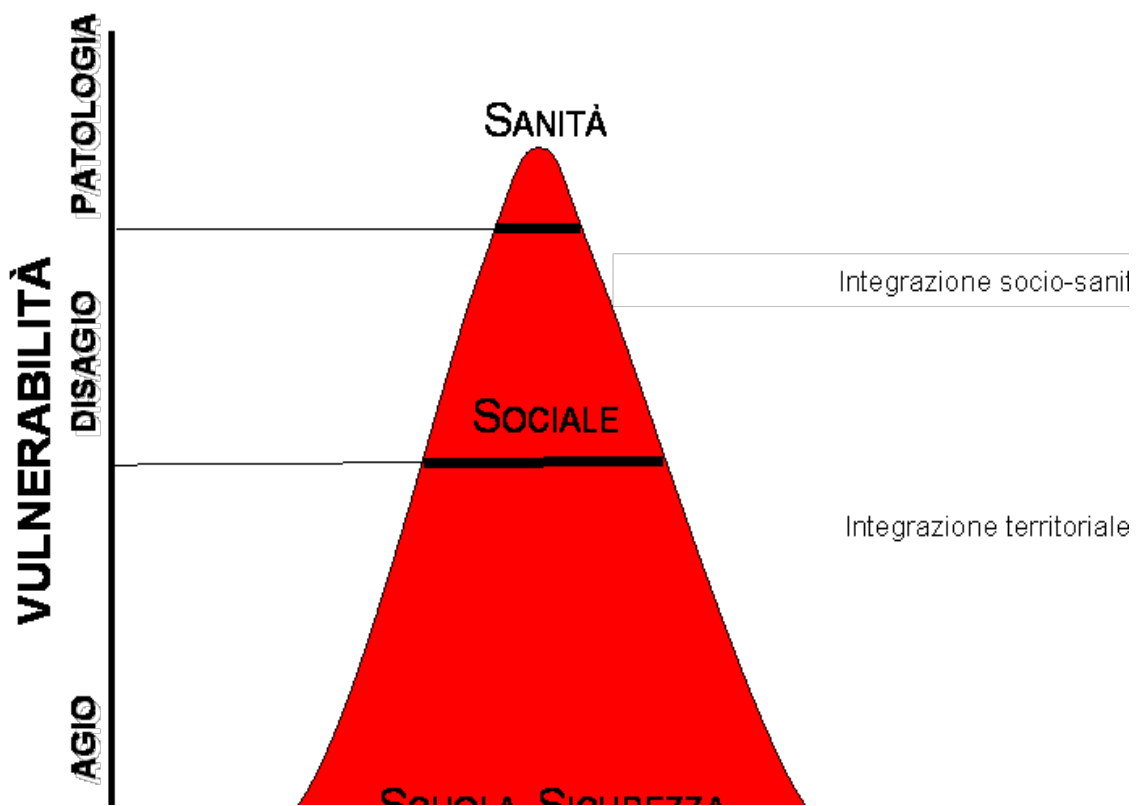
Gian Maria Fara, the president of Eurispes, said "Today the adoption of a new and more generous family policy, based on new financial instruments to be used together with family allowances and tax deductions, is a priority. Financial allowances for underage children, birth allowances, and guaranteed minimum income schemes are necessary to help families with the expense of raising children, especially those families not covered by the main welfare schemes that exist in our country. "

The Autonomous Province of Trento will create structural policies to support families and give them the chance to make medium and long term plans. These policies, as shown in the bell curve graph, are aimed at combating precariousness and uncertainties that people have to face nowadays, which are detrimental to the quality of people's lives. Family promotion will impact the whole community by reducing poverty and marginalization, increasing

labour productivity, employment rates (especially women) and generate an overall improvement in the economy.

### Graph no. 1

The integration of policies in support of family welfare “(6S)”



Relationships that involve family members, neighbours, friends and relatives are fundamental in cementing and building an active society. The feeling of belonging to a social group fosters a protective behaviour towards the environment and the people, which increases according to the level of attachment that individuals and families have for the area where they live. Structural policies to support families therefore require policies and strategic synergy in the areas of education, safety, health and society at large, through the involvement of institutional and non-institutional bodies that deal with family welfare.

The main objective to be pursued, thanks to the involvement of all councillors' offices and relevant structures, is the realization of a number of initiatives, some already administratively feasible and others that will become operational during the current year thanks to provisions that will be contained in specific legislation on family policies, which the council has already agreed to submit.

The aim is to pursue a policy of upgrading and supporting the various functions (educational, social, reproductive, economic) that the family plays in society, as part of an overall strategy that can truly innovate family policies and create the conditions for a region that is responsive to these issues and has a clear vision for the future.

Family welfare measures listed in this “*White Paper on family policy and childbirth: The family as a resource, Trentino friend of the family*” will generate projects for which deadlines, allocation of responsibilities and resources will be set:

1. Family welfare
2. Income policies
3. Financial incentives
4. Access to housing
5. Timing coordination
6. Information, access to services and subsidiarity
7. Policy evaluation
8. Family and new technologies
9. Family district
10. Training, research and centres of excellence

The reference scenario is, however, the duration of the legislative term.

Through the Family Bureau, which is acting as an interface between the institutions and the family associations, it will be possible to monitor the

effectiveness of family policies that have been implemented, and to assess their impact on the community.

The following are the structural interventions that will help families in their long-term planning :

1. **Income guarantee** to overcome the financial difficulties a person family may face at some stage of their lives, supporting the right of citizenship with projects of social and labour integration designed to remedy current difficulties
2. **Regulated tenancies**, providing housing to those people whose financial standing now ranks them somewhere between having access to a council flat and getting subsidies to build a house in cooperation with others (building cooperatives): these people do not fall within the economic requirements of the former, but cannot access, for the existing financial constraints, the latter
3. **"Taking charge" of children included in the range 0-3 years** to ensure services to their families, supporting employment in general, but with particular attention to female employment

4. **Timing strategies** to make life easier for people / families by introducing policies aimed at balancing conflicting needs and to gain time for families
5. The **Family District** concept, i.e. the creation of private and public services focusing on family needs, and of new provincial and municipal policies to support women's employment and welfare, and to increase the attractiveness and competitiveness of the local area.

## **PROJECTS**

### **1. FAMILY WELFARE**

- 1.1. **Family law.** It is the provincial government's intention to propose later this year a special bill on family policy to coordinate all provincial policies and provide innovative tools and strategies capable of supporting long-term prosperity and family welfare. The need to provide a specific rule on families comes from the policy debate in the provincial council, which will allow the implementation of some interventions contained in this White Paper. The law will have to unify and restructure family policies currently in place and will have to discipline new tools, useful to strengthen the coordination of these policies, creating special information bureaus for families, which will



provide answers in real time and deliver, in some cases, services. New means of intervention will be created and family mediation services will be strengthened. Interventions to support large families are planned and the role of associations will be defined, giving further substance to the principle of subsidiarity. It is necessary to provide a legal framework for the Family District project as well as define how to implement the training of public and private organisations on issues of family policies. A study centre for family policies will be created and an Authority for the family will also be established.

**Institutions involved:** *President's office, Health and social policies Department*

- 1.2. **Parental authority.** Although parents are the main people in charge of their children's education, the entire community is co-responsible. If children grow with a certain degree of autonomy, freedom of thought, ethics and solidarity, and at the same time have the opportunity to develop their human potential, the whole of society, regardless of social affiliation and personal beliefs, will derive enormous benefits. We often hear of "educational emergency"; in this paper we want to support and reinforce the "pedagogical and educational responsibility"

of each person who directly or indirectly comes into contact with minors, and that means families first of all. Education has always been a complicated task. In today's word, it is aggravated by problems of a social, cultural and economic nature that tend to obfuscate planning.

Education is, first of all, the delivery of knowledge, beliefs and values from one generation to another, teaching the importance of life and of interpersonal relationships based on the promotion of mutual well-being. Family policies should seek synergies and tools so that families, parents, and communities are supported in their educational responsibility.

**Institutions involved:** *Health and social policies Department, Education and sport Department*

### **1.3. Interpersonal skills**

Family policies will promote programmes aimed at singles, couples (especially young couples about to start a life together), and families and will deal with issues such as family interactions and dynamics.

Some projects - already implemented in some municipalities of Trentino, which may help to strengthen the couple, whose stability is crucial for a healthy and strong family - will be extended to other municipalities. Young couples will have the opportunity to participate in special projects run by experts, which will allow them to explore themes central to a mature and mutually respectful relationship.

Already existing programmes for adolescents on issues of love and sexuality will be strengthened.

**Institutions involved.** *Health and social policies Department, Education and sport Department .*

#### **1.4. Cohabitation, safety and social cohesion**

Today more than ever people want security. "We live in a society that is safer than any that have ever existed, yet the demand for security is stronger than ever," writes Z. Bauman in "Liquid Fear". People are faced with an increasing need for safety and security, which are closely connected with an increasing social vulnerability. Changes to safety needs and social vulnerability are challenging global welfare systems, which are not always able to give effective responses to changing needs. Moreover, the means adopted and the existing policies do not always focus on the need to

strengthen social cohesion, which calls into question the ability of communities to be steadfast, to create a well integrated social context, with conditions that are favourable to a civilised society.

We must now rethink the welfare system, moving from "*Taking Charge of the person*" to "*Taking Charge of the territory*". We must rethink and integrate the supply chain, and the organisation and architecture of the services, refocusing them from "places of care," to "care of places."

The strong emphasis historically placed on the "individual case" has underestimated the importance of the relationship involving person/family/provincial administration. Policies must be rethought so that welfare, family and immigration policies become fully integrated, in order to support the existing social and relational capital and promote meaningful interaction among society members.

**Institutions involved.** *Provincial Government*

#### 1.5. **“Let’s bet on youth” project.**

It is a preventive project that aims to address psychological and social conflicts in children. The programme is aimed at promoting the welfare of families and individuals at risk by preventing deviant behaviour during

adolescence and adulthood. According to research on the evolution of deviant behaviour, attention should be placed on physical aggression in childhood. Literature shows that children who showed aggressive behaviour during the first months of life have a higher risk of behavioural problems in later years. Early action to reduce the risk factors to which the child is exposed, by acting on the family to create a suitable environment to promote alternatives to aggressive behaviour, is of paramount importance.

***Institutions involved*** : *President's office, Health and social policies Department, Education and sport Department*

## **2. INCOME POLICIES**

### **2.1. Guaranteed income.**

In addition to the needs of the elderly, the demand for services and social assistance from other groups has increased: children at risk, foreigners with integration issues, individuals and families that have financial or social problems. These are just some of the categories that require a steady increase of public services. Despite the welfare levels achieved, new needs have emerged and others are on the horizon. The response to them will be central to the future development of the provincial policies. Among the projects introduced by the bill there is a one called “guaranteed income”. It aims to help people overcome difficulties and exercise full citizenship through projects for social and labour integration.

It is important to acknowledge that, together with increased social needs, there has been a significant reduction in the family’s ability to respond to those needs.

The change in family structure started in the seventies with a progressive reduction in birth rates. Starting in the nineties, the traditional family has had to cope, first in urban centres and then on the outskirts, with increased fragmentation and additional “drawbacks”, such as increasing employment

of women, an increase in separations and divorces, and an increase of single parent families. For as long as the development of provincial social policies helped finance and support services, the processes of transformation of family structures were offset in part by social programmes. When this financial trend began to slow down, the reduced willingness of families to perform services for the care and assistance of their members became obvious. The Italian family has historically been, and remains, the major caregiver; its reduced involvement therefore means an increase in the demand for social services. The scenario is that of a welfare system that faces more and more problems in providing answers to citizens' needs, and which needs a thorough restructuring in relation to its effectiveness and in the use of the resources needed to finance it. The risk is the increasingly rapid rise of two welfare systems : the official one which is organized and financed by public sources, and the unofficial one that gives no guarantees. This is therefore a policy of income support to maintain families and citizens in a state of social, relational, and financial decorum, or to assist their emancipation from the state of need. It is a strategy to provide a network of services, facilities and professional help, to remove the family from its isolation and to restore certainties and citizenship rights.

**Institutions involved.** *President's office, Health and social policies Department*

## **2.2. Dental care**

The Provincial Government has adopted new guidelines for the implementation of the provincial law on dental care assistance in the province of Trento, as from 2009. This measure provides, among others, the provision of new dental services, easy access to private dental care and the strengthening of public dental care with new staff.

State legislation defines only the essential levels of assistance. A 2007 Provincial Law set the conditions for giving dental care to citizens, especially those in need or vulnerable, that is higher than the state-defined essential level of care. The law extends the possibilities of access to services, increases support to private dental practices, reviews ICEF indicators in favour of citizens and regulates more effectively the dental care in private practices.

All residents registered with the Provincial Health Service are entitled to free oral surgery of particular complexity, and outpatient and day surgery. The



services provided are for prevention and care, and include braces and dentures. As from 2009, implants and fixed prostheses are also available.

A complete review of all available services and the identifying codes and tariffs has been carried out in order to facilitate comparison between private and public practices.

**Institutions involved.** *Health and social policies Department*

### **2.3. Access to credit**

Banks participating in this project give citizens loans of up to €10,000, for which the Province pays interests. Loans are provided to families and individuals who are in temporary financial difficulty and need to meet certain expenses (medical, welfare, education, housing ...).

Following the first trial in the second half of 2008, it is expected to revise the “loans on trust” scheme, which is governed by provincial laws 14/1991 and 13/2007.

It is expected that changing the ICEF threshold indicators will increase the number of beneficiaries, to increase the types of expenses for which credit can be granted and the types of beneficiaries.

**Institutions involved.** *Health and social policies Department*

## **2.4. Tariff policies**

In the systems adopted at national, provincial and municipal levels, tariffs are charged differently to citizens, according to their income and assets. Slowly, but not yet significantly, the local government is adopting pricing models specifically designed to support families. The existing system does not yet take into consideration the size of the family, effectively penalizing larger families, which necessarily have higher overall consumption. It is therefore considered necessary to define the provincial pricing policy within an evaluative framework that considers the real financial conditions, the income and the assets of users of the services provided by the public administration and the number of family members, so as to implement a real family policy based on fairness.

The following are the actions that will be implemented during the legislative term.

### **2.4.1. Provincial pricing policies structure (tariff structure)**

Tariffs for school canteens and nurseries will be defined. These will be based on the tariff structure that was adopted for school transport in 2004:

- a) Partial provincial contribution towards the cost of services for the first two children based on family income and assets
- b) No charge for services from the third child onwards

**Institutions involved.** *Education and sport Department .*

#### **2.4.2. Administrative simplification in Family Allowance calculations and payments**

There are currently many benefits available to families that fall under certain thresholds of income and assets. The management of each of these policies involves significant administrative costs. The objective is to rationalize the system of incentives and facilities. Under the new system, families will be charged full tariffs for every service they will utilise, but will make a one-off application for all the benefits they are entitled to receive

(transport fares, school canteen, kindergarten, etc). Substantial administrative savings are expected.

**Institutions involved.** *Provincial government.*

### **2.4.3. Health Ticket**

All Trentino residents requiring hospital exams, excluding children under the age of 14, pay a health ticket. The possibility of extending the age of exemption beyond the age of 14, and also defining forms of specific exemptions for large families, will be evaluated.

**Institutions involved.** *Health and social policies Department*

### **2.4.4. Municipal tariffs**

The province will also take appropriate action to make municipal authorities aware of the need to implement their own pricing policies according to the tariff model described in paragraphs 2.4 and 2.4.1.

Municipal tariffs for certain services, such as water and energy, are based on a family's overall consumption, regardless of the number of family members. The possibility of introducing a system that takes into account the

number of family members will be assessed and the system will be tested locally.

**Institutions involved.** *City planning department and local institutions Department*

## 2.5. ICEF

The calculation of the family ICEF (a series of parameters that allows the assessment of the economic condition of the person/family that applies for benefits) combines the income and family assets with parameters based on the number of household members. The Provincial Government has recently updated the existing system by introducing deductions for households with three or more children.

The deduction system will be subject to checks and in-depth analysis, and also comparative analysis in order to assess the impact on families.

**Institutions involved:** *Provincial government.*

### **3. FINANCIAL INCENTIVES**

#### **3.1. Business standards**

The Provincial government intends to ensure that all the private operators that receive provincial incentives, for example for the construction of ski lifts, hotels, and sporting facilities, focus on the services they provide to families in general, and families with children in particular, paying special attention to the characteristics of the buildings (hotels, shops, malls, ski-lifts, etc.) and their management.

A census of all the provincial incentives available to private operators and their regulations is planned, together with the identification of sectors where priority interventions are needed.

A technical committee will be created with the task of defining facilities to be built by private operators that are suitable for families with children, such as internal and external play areas, family bathrooms, kitchens with facilities to reheat food, car parks specially designated to families with babies and / or pregnant mothers (for more details please see attachments ).

The local government plans to introduce a new clause that will oblige private operators applying for public subsidies to offer services that meet at least the minimum standards set by the Province.

**Institutions involved.** *Provincial government.*

## **4. ACCESS TO HOUSING**

### **4.1. Regulated tenancies**

A place to live is not always easily accessible due to high rents. The Autonomous Province of Trento recognizes that proper housing is essential to guarantee quality of life to individuals and families, who need houses that are affordable and located in areas that offer adequate services. To answer long-term housing needs from families that do not fall within the income limits established for the allocation of council housing, a 2005 provincial law provides for the construction of 3000 low rent flats in ten years. This policy acts on the families that cannot access subsidized housing, nor meet the requirements for access to public housing. Provincial legislation establishes a new form of intervention in public housing, called "low rent".

Under this new scheme, ITEA Spa and affiliated companies will rent out flats at less than market prices to families that are unable to pay market prices. Local authorities will, on the basis of availability of rental accommodations in the area of their jurisdiction, identify families that qualify.

Low rent flats are owned by ITEA or leased on the open market. ITEA and its partners may also acquire surface rights (leasehold) from local authorities and proceed to the construction of buildings. ITEA may also refurbish existing buildings that will then be rented out as part of the low rent scheme.

**Institutions involved.** *Health and social policies Department, Urban planning and local authorities Department.*

## **4.2. Housing Cooperatives**

A revision of the provincial housing scheme seems increasingly necessary. The urgency arises from the changes that have occurred in the housing market in recent years. The current economic crisis has increasingly



enlarged the so-called lower middle class, which has less purchasing power.

An increasing number of families are unable to meet the criteria set by law to obtain public housing, but at the same time are not in a position to buy properties on the open market. Households with average income levels, young couples and those who want to create a new family are penalized.

A new law will update the 1992 law vis-à-vis payments to housing associations (cooperatives). The possibility of granting financial help directly to the families will be evaluated. The newly created “valley communities” will be in charge of evaluating building projects.

Last but not least, an observatory to monitor the private and public housing market and evaluate the necessary adjustments will be created.

**Institutions involved.** *Health and social policies Department, Urban planning and local authorities Department.*

## **5. TIME & WORK SCHEDULE COORDINATION**

### **5.1. Taking Charge of 0-3 year old children**

The provincial government will comply with the obligations that the European Union has set for all the member States.

In March 2000, the Lisbon European Council adopted a strategic goal to "become the most competitive knowledge-based economy in the world capable of sustainable economic growth with more and better jobs and greater social cohesion".

The global strategy that was agreed upon to achieve this target by 2010 concerns ten different areas that include social policy, a knowledge-based economy, and the modernisation of the European social model. The EU directives include the request to meet at least 30% of services for 0-3 year old children based on requests expressed by their families.

The Provincial government will present a bill that provides for the establishment of a "taking charge of the child population included in the range 0-3 years" programme in order to provide security for the families. The aim is to support birth rates, family welfare, and employment, especially for women. At the moment, women are the family members who wholly or primarily engage in household chores and family care which limit their chances of finding employment. The Autonomous Province of Trento offers a wide range of services for children, the elderly and infirm, which remove some of the care-giving time from women thus enabling them to seek

employment. The range of services will be assessed and may be increased according to needs.

**Institutions involved.** *Provincial government.*

## **5.2. Integrated planning of time policies.**

Timing coordination came to prominence in the nineties to promote practical solutions to reconcile work with family commitments, particularly for women. Today timing coordination is fast becoming an issue that also affects men and businesses. Diversification of working hours, difficulties in reconciling family schedules, traffic congestion and changes in lifestyle require innovative policies to harmonize the timings of individuals and families.

It is necessary to work towards the creation of an integrated timing system that saves time for citizens, modifying the opening hours of public offices, schools, shops, tourist venues, transport timetables, etc.

**Institutions involved.** *Provincial government.*

## **5.3. School calendar**

Many families find it difficult to supervise their children when schools are closed, and especially during the three months of summer school holidays.

The autonomy of the school in Trentino allows the Autonomous Province of Trento to introduce changes in the school calendar with a single constraint that the end of the school year must comply with the national one, because of a need to unify the dates of the state exams.

An open discussion with school authorities is necessary, in order to review and take into consideration a different school calendar.

**Institutions involved.** *Education and sport Department .*

#### **5.4. Improved services**

The Province of Trento will continue its efforts to improve services with the purpose of achieving the parameters set by the Lisbon Strategy. The focus will be on services for both children and teenagers, already available in Trentino (crèches for infants, office nurseries, private nurseries, child minders, conciliation vouchers, nursery schools, open centres, youth centres, innovative services for families ....), and services for the elderly (home care, day centres ...).

**Institutions involved.** *President's office, Education and Sport Department. Health and social policies Department, Urban planning and local authorities Department*

### **5.5. Child Vouchers**

*Buoni di Servizio* or *Accompagnamento* are vouchers issued by *Sportello di Orientamento Formativo Territoriale* of the European Social Fund, which can be used by workers to pay for services in education and care of children aged up to 16 years. These services must be provided by organisations that are endorsed by the European Social Fund.

*Buoni di Servizio* or *Accompagnamento* are now used throughout the province.

**Institutions involved.** *President's office Provincial government.*

### **5.6. Elderly Vouchers (0-100).**

The need to reconcile family and work commitments relate not only to the care of children, but also the care of the elderly. The plan is to explore the possibility of extending *vouchers* from a service for children aged 0-3 years to a service covering 0-100 years.

This new project will increase services by public agencies, such as home care, meals-on-wheels, home automation ....

**Institutions involved.** *President's office*

### **5.7. "Time saving" services**

Other forms of support that can be activated to reconcile family and work schedules are the so-called "time saving" services. They include all the benefits of organizing activities and practices related to the household and family care (traditionally guaranteed by the presence of an extended family network, nowadays increasingly difficult to rely on) that companies can offer to their employees, drawing from the service networks that exist in the area.

The Autonomous Province of Trento will intervene to facilitate the intersection of supply and demand of services through the use of a dedicated website where shops will be able to promote their delivered services (laundries and dry cleaners, grocery stores, etc), and family helps will promote their services such as house cleaning, shopping and meal preparation, and various errands.

**Institutions involved.** *Provincial government.*

## **5.8. Gender policies**

Equal opportunity policies are closely linked to policies of family and work schedule conciliation, which must also take into account gender differences. Differences between men's and women's behaviour are evident at home, and they also influence their work choices.

With raising levels of education, the attitude of women toward work outside the home has also changed. The increasing participation of women in the labour market has also led to a change in the family pattern: it has gone from a model where the man was the sole income earners (the "breadwinner") while the woman worked full-time as a housewife doing house chores and taking care of the children, to a model with double income, in which both parents are employed outside the home. While there has been an increased integration of women into the labour market, there has been no change in the distribution of family chores or the cultural approach to gender roles. Unpaid work such as housework and care-giving remain essentially a female prerogative, while paid work is seen as a male task. It follows that the organisation of how a company works, and more generally society, tends to be modelled on the male role, i.e. people with no or low care-giving duties.

There must be changes at home in the distribution of house chores and family responsibilities; but also changes in the workplace that deal with a better timetable that takes into account the needs of people with family responsibilities, and changes in service timetables (transport, schools, shops, etc). Changes are also needed in the availability and accessibility of services to individuals (for the care of children, frail elderly people, and disabled people).

All the actions intended to promote women's employment without creating negative effects in terms of fertility are in line with the European guidelines for gender policies.

**Institutions involved:** International solidarity and coexistence Department

## **5.9. Family and work audit certification**

*The family and work audit* according to the *European Work & Family Audit* standard is a process of systematic, documented and objective evaluation of personnel management policies adopted by a private or public company. It is intended to develop a better balance between family life and working life through the elaboration of concrete measures that contribute to creating a new corporate culture.



The areas of intervention, for example, may be flexible working hours, the availability of services (kindergartens, canteens, and help with house chores) and other forms of family support, adjustments to processes and workplaces, information on legislation, and instruments in favour of family and work time schedule harmonisation. Both public and private companies, which recognize in the conciliation of work and family timings a strategic potential for strengthening the levels of productivity and loyalty of their employees, may use the Family & Work Audit tool to strengthen their organisation.

#### **5.9.1. Family & work Audit in Trentino**

The Autonomous Province of Trento has acquired from Hertie Foundation in Frankfurt (D) the license to start using their standard process in December 2007. The first phase of experimentation involving 18 local companies has recently ended.

The plan is to persuade 100 business organisations to adopt the Family and work audit standards. To achieve this, a system of rewards will be implemented.

The provincial employment agency will advise on the instruments to be included in the labour policy programme, in accordance with the European Work & Family Audit standards. The Board Audit will also be appointed.

**Institutions involved.** *President's office, Health and social policies Department, International solidarity and coexistence Department*

### **5.9.2. Family & Work Audit in Italy**

The National Department for Family Policy, as stated in a memorandum dated 21 May 2009 published on the site of the Italian government, wants to promote the Family & Work Audit all over Italy through an agreement with the Autonomous Province of Trento, currently the sole licensee of this certification in Italy, in order to encourage the other Italian regions to adopt the good practices already implemented in Trentino.

The "*National framework for the implementation of the European Work & Family Audit according to the regional model*" is currently being drawn up through the co-participation of the Department for Family Policies, the Special Project for the Coordination and Support for family and birth policies

of the Autonomous Province of Trento, and Beruf & Familie gGmbH on behalf of the Hertie Foundation in Frankfurt.

The aims are to create the conditions for a wide dissemination of the culture of balancing family and work in public and private organisations, to activate a process of active participation and empowerment of the regions, and to act to strengthen corporate family measures that bring benefits to the corporations, the workers of both sexes, and the whole of civil society.

The project, which will be experimental in its early phase, will start approximately in September 2009 with the acquisition of the European license to be used nationally and with the signing of an agreement between the Presidency of the Council of Ministers of the Italian Government and the Autonomous Province of Trento, which will regulate the functions, tasks and resources for the experimental trial of the Italy audit model. The main objective is to create the necessary conditions to transfer the know-how acquired by Trentino to the other Italian regions, and to ensure the implementation of European standards in a uniform and high level of quality throughout Italy in the following two years. The agreement provides for royalties in favour of the Autonomous Province of Trento.

**Institutions involved.** *President's office, Health and social policies Department, International solidarity and coexistence Department*

## **5.10. Youth & family summers**

The project, which was already experimented in 2007 and 2008, offers solutions to the needs of workers to find a way to reconcile family and work commitments, especially during the school summer holidays. The first objective is to complete the mapping of existing summer services available in the province and an analysis of the needs of workers with children aged 0 - 14 years.

The Youth and Family Summer Project is managed remotely, through a password, by the organisations that provide services, which enter information in a database; users can then search for information in the GIS database supported by Googlemap, or acquire real time information through mobile phones via SMS.

This service is run by the Autonomous Province together with *Forum Trentino delle Associazioni familiari* at the Sportello Famiglia (family bureau)

**Institutions involved.** *Health and social policies Department*

### **5.11. Time banks**

The Autonomous Province of Trento will support the development of time banks, namely those associations that aim to support and promote activities and social interaction, where members spend their time to help each other in small daily needs, and to exchange information.

The project is founded on the willingness of people to provide time to others based on the number of hours spent, regardless of age, income or profession. Time banks facilitate interaction between people, relationships and mutual understanding between generations, and promote an informal economy that enables individuals and families to move from a cold and anonymous relationship to a warm and personal exchange, thus rediscovering a sense of community and belonging. They stimulate the development and promotion of solidarity based on mutual exchanges, strengthen positive social behaviour, induce changes in lifestyle and promote the emergence of a new form of proactive citizenship.

**Institutions involved.** *Provincial government.*

### **5.12. Support measures for summer camp activities**

The Province subsidizes non-profit organisations that organize summer activities for children aged 3-20. Subsidies are granted based on Provincial Law No 14 of 28 October 1960, as well as the criteria adopted annually by the Provincial government.

All interested persons may apply annually for activities for their children to be spent at marine or camping resorts, for short or long periods, 24 hours a day, or daytime only. During the legislative term, the criteria for allocating grants will be redefined with the aim of harmonizing subsidies. Associations that are committed to offering quality services in response to the needs of children and their families will be promoted.

**Institutions involved.** *Education and sport Department .*

## **5.12. Teleworking and telecentres**

Telecentres will be created within the province in order to respond to the conciliation needs of the families that live far from major towns, thus reducing people's need to travel and traffic pollution.

The Information and Communication Technologies that already exist in the Province of Trento, such as broadband wiring and the remote activation of teleservices to the families, will be essential to the success of this project.

It is better perhaps to talk of telecommuting and / or telecentres instead of teleservices. This is a field of considerable interest as it introduces more flexibility in the business world, allowing workers to perform their tasks from workstations that are far from their ordinary places of work.

Telework in the e-society organisation represents a breakthrough that, as it eliminates the barriers of space and time, ensures a faster exchange of information and allows online working to spread with all the advantages linked to it. Some Districts have already agreed to the creation of local centres.

**Institutions involved.** *Provincial government.*

## **6. INFORMATION, ACCESS TO SERVICES, SUBSIDIARITY**

Four projects are planned: the creation of the Family Bureau, the opening of an ICEF Information Point, the creation of a family website and the drawing

up of guidelines on how to offer timely information about available family services.

## **6.1. Family Bureau**

Citizens must know what services are available in order to use them. Today many Trentino families do not use all of the available services as they are not aware of their existence.

Improving the availability of information on existing services for families is an essential step for planning and implementing the Family Bureau, which is connected to Citizens Bureaus (*Punti di Ascolto*).

The Family Bureau will be the first port of call for families to turn to, to present their case and obtain information on all the family services available in the Province, and to receive some specific services directly.

The Family Bureau will collect and disseminate information about the activities of institutions, organisations and associations that offer services to families operating in the province.



The operation of the Bureau will be guided by the principles of subsidiarity and will be oriented towards the enhancement of the specific skills of family associations and / or third sector.

The Citizens Bureau (punto di ascolto) will be coordinated by a multidisciplinary team and will have adequate space for meetings, small seminars and events.

**Institutions involved.** *President's office, Health and social policies Department*

## **6.2. ICEF point**

The tax and benefit policies of the Autonomous Province of Trento are moving towards using ICEF as an indicator of the financial capabilities and assets of individuals and families to determine whether they can have access to public benefits. It is a system that takes into account income, assets, expenses, family circumstances etc. and, through a series of algorithms, determines the ICEF value for the person who has applied for benefits. An ICEF POINT will be created where people can collect

information and calculate their own ICEF. They will also be able to give constructive feedback to help the Province improve the service.

**Institutions involved.** *President's office* .

### **6.3 Communication and Family File (*dossier famiglia*)**

Communication will continue to be one of the cornerstones of the administration because it plays an irreplaceable role. The provincial government has invested efforts and resources to ensure effective communication with its citizens is achieved. The provincial Press Office will coordinate the dissemination of information.

The Trentinofamiglia website and other means will be used to inform families about existing services and those in the pipeline.

Policies relating to the family File, which has obtained broad support, will be updated every two years.

**Institutions involved.** *President's office, Health and social policies Department*

#### **6.4. Family website**

A new user-friendly website, [www.trentinofamiglia.it](http://www.trentinofamiglia.it), will be created soon. Citizens will be able to consult documents, read news in real time, and obtain information about all available services and benefits they may be entitled to.

**Institutions involved.** *President's office, Health and social policies Department*

#### **6.5. Utilization of ICEF for municipal services instead of ISEE**

The Autonomous Province of Trento uses ICEF parameters to check whether people who apply for benefits are entitled to them. However, Trentino municipalities utilize different parameters, ISEE, for citizens applying for municipal benefits.

In order to simplify the administrative and bureaucratic burden of those families that apply for municipal and provincial benefits, procedures will be unified.

**Institutions involved:** *Urban planning and local authorities Department.*

## **6.6. Information and Communication Technology**

Third sector organisations and family associations will be able to advertise their services through the Family Bureau.

**Institutions involved:** *President's office, Health and social policies Department*

## **6.7. Family associations**

The Autonomous Province of Trento encourages citizens engaged in voluntary work to suggest ways to improve social policies.

The agreement with *Forum Trentino delle Associazioni familiari* for the planning, management and evaluation of provincial family policies will be consolidated.

**Institutions involved.** *President's office, Health and social policies Department*

## **6.8. Representatives**

The link between the Province and the local family associations will be intensified through the participation of latter's representatives in the consultative bodies that deal with issues related to family policies.

**Institutions involved:** *Provincial government.*

## **7. POLICY EVALUATION**

### **7.1. Family impact evaluation**

The 2007 Welfare Reform Law provides for family impact evaluation in order to guide the overall strategy of the local government to support the family in view of its social value, and with particular regard to the promotion of parenthood. The law states that the family impact evaluation should be the instrument to guide the tax and tariff policies of the Province for each sector, according to household composition and financial conditions. The impact of family policies will be assessed using ICEF and SIAT data.

An office will be set up and working guidelines will be finalized shortly.

**Institutions involved:** *President's office, Health and social policies Department.*

## **7.2. Service evaluation**

During the past legislature, the provincial administration has carefully evaluated the services it provides to families and young people. A comparison has been made between the expected goals and the final achievements.

Beneficiaries have been actively involved in the assessment process using qualitative and quantitative parameters. Service providers have also been asked to self-evaluate their services.

The evaluation work, primarily of projects financed by the Family Fund, will continue during the current legislative term. The assessment process will use email and SMS to gather information, and computers to produce statistics and reports.

The results, the methodologies and the evaluation processes may be linked, on the basis of the results obtained, with the procedure for evaluating the impact of family policies mentioned above.

**Institutions involved.** *President's office, Health and social policies Department.*

### **7.3. "Family District" evaluation procedure**

Guidelines will be prepared to identify how compliance audits will be conducted by a third party, which will focus on meeting the standards and criteria defined by the specifications, in terms of management and organisation effectiveness of the Family District. This assessment will allow

for continuous improvement, will ensure the viability of the project, will allow careful monitoring and detect areas of possible future developments.

**Institutions involved.** *President's office, Health and social policies Department*

## **8. FAMILIES AND NEW TECHNOLOGIES**

### **8.1. Families and new technologies operational plan**

Technologies will have an important role in the projects that will be implemented to support family policies.

Trentino has many services that are managed through the use of advanced technology such as fibre optics, digital TV, remote access to a centre for social welfare services, and a computerized management of family and work schedule conciliation. Computers are available in schools to train students.

The use of technology for the delivery of services to support families, to facilitate access to information on existing services, to allow the evaluation of services and their use will be supported and strengthened.



A specific operational plan of provincial interventions, which will identify specific actions to be implemented on families and new technologies, will be defined.

**Institutions involved.** *President's office; Health and social policies Department; Education and sport Department; Urban planning and local authorities Department.*

## **8.2. Generational Digital-divide**

The current digital revolution inevitably affects the development of interpersonal relationships. The younger generations use technology in order to be constantly connected via mobile phones (SMS, MMS ...) and Internet (e-mail, Facebook ...). Adults, on the other hand, are often unfamiliar with computers and their potentials. The generation gap is becoming bigger because of adults' computer illiteracy.

Computers and Internet are not just means to enter into the virtual world, but become ways to acquire knowledge and social skills, which, however, do not always match real life.

IT offers many possibilities, but also risks that cannot be ignored or minimized. The dangers that lurk in Internet could produce traumatic effects in children and young people - who are not protected from unsuitable material they may encounter while browsing the web without adequate adult supervision.

The local government aims to provide parents with better IT information to make them aware of the risks and harm that their children may encounter while surfing the web.

**Institutions involved.** *Provincial government.*

## **9. TRENINO “ FRIEND OF THE FAMILY”**

The local government has introduced measures to make the province attractive to those who wish to invest here. The efficiency of a given public administration in creating a favourable bureaucratic climate and the presence of infrastructures that enable operators to work better become competitive factors in attracting business to the area. A sound family policy can be seen as a plus when comparing Trentino to other provinces. This

potential advantage must be sustained by investing in the willingness to meet the needs expressed by families.

### **9.1. Family standard qualification and guidelines**

The Provincial government has launched a scheme to reward businesses, museums, municipalities, caterers, service providers and others that have adopted special measures to help families. Those that will meet the provincial specifications will be awarded the “*Family in Trentino*” seal.

The evaluation of the standards offered by those participating in the scheme will include self-evaluation and customer evaluation.

The local administration will shortly prepare guidelines for the certification process.

***Institutions involved. Provincial government.***

### **9.2. Family-friendly villages**

The provincial government, in its efforts to improve quality of service, will encourage 50 municipalities to adopt existing quality standards qualifying them for the award of the "Family in Trentino" seal.

**Institutions involved.** *Urban planning and local authorities Department.*

### **9.3. Urban and extra-urban transport**

The transport standards already achieved will be maintained. Trentino Transport will publish updated information about the services that it offers to families. The introduction of a "family ticket" will be considered.

**Institutions involved.** *Public Works, environment and transport Department.*

### **9.4. Cycle paths**

Trentino has an extensive network of cycle paths because cycling is a popular hobby. In order to promote it, the local administration will certify standards for existing facilities along cycle paths (*Bicigrill*), promote family

tourism together with Trentino SpA, and install signs to inform cyclists of the degree of difficulty to be encountered while cycling.

**Institutions involved.** *President's office, Public Works, environment and transport Department.*

### **9.5. Family-friendly shops**

The provincial quality specifications will be extended to 100 shops for the award of the "Kid-friendly shop" seal.

Associations, APT and Trentino Spa will be involved in this program.

**Institutions involved.** *Industry, Trade and Crafts Department.*

### **9.6. Hotels**

Quality specifications for hotels will be prepared together with the organisations representing the sector. The "*Family in Trentino*" seal will be awarded to 100 hotels. Hotel associations, APT and Trentino S.p.a. will be involved.

**Institutions involved.** *Agriculture, forestry, tourism and promotion Department*

### **9.7. Winter sports**

Organisations representing local entrepreneurs operating in the field will work with the public administration in drawing up the winter sports quality specifications. They will also cooperate in the decisional process to award the quality seal.

**Institutions involved.** *Agriculture, forestry, tourism and promotion Department.*

### **9.8. “Family-friendly museums”.**

The Provincial government will prepare quality specifications for museums enabling them to acquire the “*Family in Trentino*” seal.

**Institutions involved.** *Culture, European relations and cooperation Department.*

### **9.9. Council department coordination**

A reward system for organisations that promote management that is careful of family needs will be identified.

Strategies for promoting the "Family concept", including local marketing strategies, will be strengthened together with Trentino Spa.

**Institutions involved.** *Provincial government.*

### **9.10. Family card**

The Provincial Government will launch the Family Card, which allows families to get discounts from the "Privileged Partners" (shops, businesses, public services, leisure facilities, cultural and sporting venues, hotels, etc ...) participating in the free-of-charge programme.

The *card* will be available to all families living in Trentino that have at least one minor child.

Privilege Partners must agree to meet certain requirements, namely that they will provide additional discounts to families with three or more children. When fully operational, benefits and reimbursements will be credited directly to the card by the public administration departments.

The Family Card will simplify family life as it will give easier access to services and information networks, improve relationships between citizens and Public Administration Departments, and assist transactions between the population and the local traders.

**Institutions involved.** *Health and social policies Department.*

## **11. TRAINING, RESEARCH AND NATIONAL NETWORK**

### **10.1. Monitoring and research**

The activities currently performed by OPES statistical office will be strengthened, with collection of new data that will allow constant monitoring of local families.

In addition to the analysis of the financial situation of the Trentino families, further investigations will be carried out annually on topics of broad interest such as housing, balancing family and work schedules, and borrowing, in collaboration with family associations.

**Institutions involved.** *President's office.*



## **10.2. National network on family policies**

The approach to family issues adopted by the Autonomous Province of Trento in the course of the past legislature is attracting particular interest from other regions. The Province of Verona, and the towns of Lamezia Terme and Parma have signed agreements or memoranda of understanding with the Autonomous Province of Trento in order to obtain consultancy support aimed at the drafting and the approval of family policy projects and the adoption of a certification system for families and public and private organisations similar to those already implemented in Trentino (Fit Family and Work & Family Audit). Other regions have already expressed interest in the family policy model adopted by Trentino.

During the current legislature, the possibility of establishing a regional network bringing together the local governments that implement virtuous actions concerning family policies will be considered.

**Institutions involved.** *Provincial government.*

## **10.3. Centre of Excellence on family policies**

Trentino has been providing excellent services to families for years. These results were achieved in partnership with family associations, with the implementation of numerous policies on multiple activities, with the setting of structural policies for the family, with family and work schedule conciliation, and with the family certification awards "Family in Trentino", "Exercise friend of children", the "European Work & Family Audit" and the "Fit-family" award. Information Communication and Technology has been instrumental in the success of the many projects undertaken so far, and national and international institutions and agencies have acknowledged the many achievements reached.

A "specialized centre for advanced training on family policy" is in the pipeline offering

- a) High-level training on family policies for administrators, entrepreneurs and professionals;
- b) Advice on policy know-how transfer to other national and international regions;
- c) Development, implementation, monitoring and evaluation, in close partnership with the Autonomous Province of Trento, of new family policies

d) Coordination of public institutions, businesses, scientific and technological research bodies that are experimenting innovative policies and person-oriented services in order to reduce the time gap between the development of a model and its implementation

The centre is intended for managers and entrepreneurs, and will strive to support and elevate the skills and professionalism of the local operators in the design and implementation of family policies (administrators, family associations and third sector) and private services (entrepreneurs and professionals). It will focus on local needs and how they can be met by provincial policies, will promote the good practices that have been implemented locally, and will strengthen the concept of an all-encompassing network.

The Centre of Excellence will operate in strong synergy with other institutions such as the *Fondazione Bruno Kessler* (FBK), OPES, the Organisation for Cooperation and Development (OECD) and other research institutions.

**Institutions involved.** *Provincial government.*

“ANNEX 1”

STATISTICS

**Table no. 1**

*“Fertility rate : average number of children per woman”*

<b>Year</b>	<b>Trentino</b>	<b>Italy</b>	<b>EU - 15</b>
1999	1.39	1.22	1.50
2000	1.43	1.26	1.49
2001	1.42	1.25	1.50
2002	1.44	1.27	1.51
2003	1.42	1.29	1.52
2004	1.45	1.33	1.52
2005	1.45	1.32	1.53
2006	1.45	1.35	1.54
2007	1.45	1.34	1.55
2008	1.46*	1.37*	1.55*

**Source:** *Servizio Statistica PAT.* (\*) Estimate

**Table no. 2**

*“Birth rate per 1.000 inhabitants”*

<b>Year</b>	<b>Total Inhabitants</b>	<b>Italian</b>	<b>Foreigners</b>
1996	10.2	10.1	14.4
1997	10.3	10.1	19.1
1998	10.4	10.2	24.2
1999	10.6	10.3	23.8
2000	10.8	10.4	24.2
2001	10.4	9.9	24.2
2002	10.6	10.0	24.7
2003	10.2	9.8	18.5
2004	11.0	10.3	25.0
2005	10.4	9.6	23.7
2006	-	-	-
2007	10.2	9.3	21.3

Source: Servizio Statistica PAT.

**Table no. 3**

*“ Number of families by number of children”*

<b>Year</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
0	104.812	100.384	111.981
1	48.915	51.035	48.675
2	35.500	41.435	37.621
3	9.230	7.900	6.319
4	1.547	988	1.474
5 and more	717	448	1.033

**Source:** *Servizio Statistica* PAT. Multipurpose daily survey

**Table no. 4**

*“Percentages of families by number of children (%)”*

<b>Year</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
0	52.2	49.6	54.1
1	24.4	25.2	23.5
2	17.7	20.5	18.2
3	4.6	3.9	3.1
4	0.8	0.5	0.7
5 and more	0.4	0.2	0.5

**Source:** *Servizio Statistica* PAT. ISTAT multipurpose daily survey



**Table no. 5**

*“ Female activities ?? percentages ”*

	<b>Trentino</b>	<b>Italia</b>	<b>UE-15</b>
1999	57,5	47,6	59,3
2000	58,8	48,5	60,0
2001	58,0	49,5	60,1
2002	57,4	50,2	60,9
2003	58,4	50,9	61,7
2004	58,7	50,6	62,5
2005	57,7	50,4	63,5
2006	57,5	50,8	64,2
2007	58,8	50,7	64,7

**Table no. 6**

*“ Female occupation percentages ”*

	Trentino	Italia	UE-15
1999	51,7	40,5	53,0
2000	54,1	41,8	54,1
2001	52,9	43,4	55,0
2002	52,3	44,4	55,6
2003	55,0	45,1	56,2
2004	55,7	45,2	57,0
2005	54,7	45,3	57,8
2006	54,7	46,3	58,8
2007	56,2	46,6	59,7

**Source** : Agenzia del Lavoro

**Table no. 7**

*“ Male **activities ??** percentages ”*

	Trentino	Italia	UE-15
1999	80,8	73,2	78,2
2000	81,3	73,6	78,2
2001	81,1	73,7	78,1
2002	80,9	74,1	78,3
2003	78,7	74,9	78,5
2004	76,7	74,5	78,5
2005	77,1	74,4	79,0
2006	77,2	74,6	79,2
2007	77,6	74,4	79,3

**Table no. 8**

*“ Male occupation percentages ”*

	Trentino	Italia	UE-15
1999	78,5	67,0	72,1
2000	79,2	67,8	72,8
2001	79,6	68,4	73,1
2002	79,2	69,1	72,8
2003	77,2	70,0	72,7
2004	75,3	69,7	72,7
2005	75,2	69,7	73,0
2006	75,8	70,5	73,6
2007	76,1	70,7	74,2

**Source:** *Agenzia del Lavoro*

“ ANNEX 2”

**GUIDELINES FOR FAMILY FRIENDLY INFRASTRUCTURES**

## **GUIDELINES FOR FAMILY FRIENDLY INFRASTRUCTURES**

The criteria assess how well the physical elements of the organisation such as layout, flooring characteristics, facilities, cleanliness, safety and security satisfy the varied needs of all family members (infants, children, pregnant mothers, parents, the elderly, the disabled and wheelchair bound).

### **Explanatory Notes:**

- Flooring design and finishes must not be slippery and must be as level as possible.
- Basic facilities must include sanitary provisions, furniture, utensils, doors, lifts, parking, ramps, handrails, etc., as appropriate.
- Additional facilities must include play areas for children, adequate seating and resting areas, nappy changing areas, nursing areas, etc., as appropriate.
- Applicable safety legislations and good practice codes must include fire safety, availability of medical kits, etc.
- Information to users must be provided using signs, brochures, displays, reception desks, etc.

- Information will be presented using pictures for children, larger fonts for elderly, Braille for visually handicapped people, foreign languages, etc.

### **Examples of Good Practices:**

- Design of premises takes into consideration the comfort, well-being and safety of all family members, including the elderly, children and the wheelchair bound. Design meets or exceeds regulatory requirements.
- Layout of premises allows for easy and comfortable movement for children on strollers, the wheel-chair bound and elderly customers, such as wide aisle, large low-gradient ramps, handrails, adequate seating and resting areas.
- Key facilities in premises such as toilets, parking areas, entrances and exits, handrails, and low-gradient ramps suit children, elderly and disabled people.
- Children's play area (with safe, sturdy toys, books, art and crafts) is provided so that children can play in a safe environment while their parents are conducting business in the premises.
- A medical kit or a first-aid station are available for medical emergencies. Staff is trained to handle medical emergencies. Evacuation arrangements with hospitals are established.

- Commendations by customers on excellent facilities for premises, such as customer surveys or compliments, have been received, or the establishment has featured on specialist magazines.
- Awards and commendations have been won for excellent designs, such as family-friendly, elderly-friendly, disabled-friendly.

### **Infrastructure records to be kept**

- Layout plan for the premises
- List of facilities in the premises
- Facilities maintenance records
- Safety & security policies, guidelines and procedures
- Accident and emergency records
- Records of staff trained in first-aid or emergency handling
- Records of fire evacuation drills conducted
- Guidelines on cleanliness and housekeeping standards



## **GUIDELINES FOR FAMILY FRIENDLY BUSINESSES**

The guidelines have been included in the updated Code on Barrier-Free Accessibility in Buildings. The recommended family friendly facilities are:

- Family room with breastfeeding and nappy changing facilities, rest corner etc.
- Nappy changing stations in both male and female toilets or in individual washrooms for disabled persons
- Child friendly toilets: child sized water closet and wash basins, non-slip floor, child protection seats
- Children's play areas with safety features (cushioned floor) and seating areas for parents
- Lockers for prams and other heavy belongings
- Pram and child buggy rental facility for families with infants or toddlers
- Flexible arrangement of tables and chairs in eating places to cater to bigger families
- Provision of baby chairs in eating places

## **List of family friendly facilities needed by families and where are they needed**

### **1 Child-friendly toilet**

- Child-sized water closet and wash basins
- Easy-to-turn taps
- Non-slip floor to ensure the safety of the children
- Child protection seats to allow parents to seat their baby or toddler safely in the restroom with them

### **2 Family room with the following facilities:**

- Breastfeeding areas
- Nappy changing stations
- Rest area for families, particularly those with young children
- Hot / cold water dispensers

### **3 Diaper changing stations (in the absence of a family room) to be provided in:**

- Both male and female toilets
- or in washrooms for persons with disabilities

#### **4 Children's play areas**

- Cushioned or shockproof floor to ensure the safety of the children
- Seating areas for parents supervising their children
- For outdoor playgrounds, sheltered seating areas should be provided to protect parents and children from sun or rain

#### **5 Pram Child buggy rental facilities for families with infants or toddlers**

- Shopping centres
- Supermarkets

#### **6 Flexible arrangements of tables and chairs or a variety of table and chair arrangements to cater to groups of different sizes, including bigger families**

#### **7 Baby High chairs**